



Michael F. Del Casino
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September 5, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
2000 M Street NW, Suite 480
Washington, DC 20554

Dear Mr. Hatfield:

As required by Part 63.100(a) of the Federal Communications Commission's Rules, AT&T hereby files its Final Service Disruption Report for an AT&T network outage.

1. DATE / INCIDENT LOCATION TIME:

August 4, 2000 10:00 AM EDT

2. GEOGRAPHICAL AREA AFFECTED:

Nationwide

3. CUSTOMERS AFFECTED (APPROXIMATELY):

81,027 (based on blocked calls)

4. TYPES OF SERVICES AFFECTED:

Transfer Connect Service

5. DURATION OF OUTAGE:

4 Hours 43 Minutes

6. BLOCKED CALLS:

243,080

7A. CAUSE OF INCIDENT:

Recent changes were made to the AT&T Trigger Platform (ATP) to support the addition of two toll free numbers (866 and 855) for Transfer Connect Service. However, due to a software problem, the changes populated erroneous data into the 4ESS announcement tables and impacted customer service.

7B. EQUIPMENT NAME / TYPE:

Various Service Circuit Units

7C. PART OF NETWORK:

Nationwide

8. RESTORATION METHODS:

Manual restoration was required by re-populating the erroneous data in each 4ESS within the network with the correct data.

9. STEPS TO PREVENT REOCCURRENCE:

- The system development team has added several other test cases to enhance their regression test sets and improve switch performance.
- AT&T will conduct additional testing in the Integrated Test Network to prevent potential service disruptions caused by switching systems.
- The provisioning organization has included a check in their Methods and Procedures (M&Ps) to look at all the data on a recent change, not just the data that was altered.

10. APPLICABLE BEST PRACTICES:

AT&T has reviewed the Network Reliability: A Report to the Nation, June 1993 and has evaluated all best practices in SECTION C – SOFTWARE AND SWITCHING SYSTEM RELIABILITY: CAUSE, CURE, OR BOTH? The following practices have been identified and incorporated as the most applicable to this incident.

Section 5.4.3.1 Switching system suppliers should enhance their software development methodology to insure effectiveness and a modern process of self-assessment and continual improvement.

Section 5.4.3.4 Test environments and scenarios should be enhanced to provide more realistic settings. Many problems turn out to be configuration and database dependent and realistic test configurations need to be available. Programs should be developed that provide for continual evolution of testing environments that accurately represent the way the software is configured and used by customers.

Sincerely,

A handwritten signature in black ink, reading "Mike DelCasino". The signature is written in a cursive, flowing style. The first name "Mike" is written with a large, sweeping 'M'. The last name "DelCasino" is written with a large 'D' and a cursive 'Casino'.

00-123

This form should be sent for the following timeframes:
B/C 90,000-149,999 3 days
B/C 150,000 & greater 120 minutes

AT&T
Initial Service Disruption Report

FAX TO: FCC WATCH OFFICE, WASHINGTON, DC

202-632-6975 Voice

202-418-2812 FAX

ALTERNATE FCC WATCH OFFICER

202-418-2813 FAX

1. Date/Time of Incident Aug. 4, 2000 10:00 EST
2. Geographic Area Affected Nationwide
3. Customers Affected (est) 30K +
4. Types of Service Affected TRANSFER CONNECT SERVICE
5. Duration of Outage ONGOING
6. Blocked Calls (est) 90K +
- 7A. Cause of Incident CT
- 7B. Equipment Name/Types HESS ANNOUNCEMENT FRAME
- 7C. Part of Network Affected Nationwide
8. Restoration Methods Used N/A
9. Steps to prevent recurrences N/A

AT&T Contact Person: Mike DelCasino
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FAX Number: 202-457-2127
Date/Time of Report: 8/4/2000 12:15 EST

